

**DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF VOCATIONAL REHABILITATION
CONSUMER INFORMED CHOICE**

You are a full and equal partner at every step in the rehabilitation process. You, the consumer, drive the rehabilitation process. To achieve the goal of self-supporting employment you must be prepared, with factual knowledge, to engage in rehabilitation services. It is your responsibility to make your rehabilitation plan successful. You can receive assistance from DVR staff in obtaining information about your employment options, available services, and options in service providers.

The following are some of the things we want you to know about informed choice:

You have the right to privacy (confidentiality). DVR will not share with others any information that you share with us, unless you request us to do so in writing. The only exception to this is in situations involving a court order or a program audit. If DVR staff is concerned that you are in danger of hurting yourself or someone else, the law states that we must alert the proper authorities.

You and your counselor have the responsibility of identifying options to meet goals. Ask questions when you don't understand something.

We value your opinion. You have the right to disagree with your counselor and are encouraged to work toward resolution with him/her. You have the right to appeal. You have the right to involve a friend or advocate to help you in resolving problems. Resolution options can include working with a different counselor.

You have the right to be provided with the reasons for decisions that are made, especially if a service is denied.

Stay in touch with DVR, we need to know about changes in how to contact you, changes in your disability, or other changes that may affect our work together.

Both you and DVR staff are expected to notify each other, as early as possible, if it is necessary to change an appointment date or time. It is important to attend appointments and participate in decision making.

You have a right to know how any benefits you may be receiving will be affected by your participation with DVR and eventual employment.

You have the right to receive assessments including a rehabilitation technology assessment. Assessments are provided as needed to determine eligibility, Order of Selection, and any other services you may need to become employed.

You have the right to choose an employment goal that is consistent with your interests, strengths, priorities, and disability needs.

You may be required to participate in a share of the costs for some services depending on your financial situation.

DWD is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact 800-442-3477 or 888-877-5939 (TTY).